

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	309	((current OR new OR incoming) ADJ (call\$2 OR contact\$2)) NEAR1 (prior OR previous)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:13
S2	19853	(call\$2 OR contact\$2) ADJ center\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:00
S3	23	S1 and S2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:00

## EAST Search History

S4	370	("20010056349" "20010056349" "20020002460" "20020002464" "2002002464" "20020010587" "20020010587" "20020010587" "20020012186" "20020038422" "20020118816" "20020181692" "20020194002" "20030093465" "20030123642" "20030144959" "20030152212" "20030174830" "20030177017" "20040103324" "20040162998" "20050027612" "4163124" "4567323" "4737983" "4797911" "4894857" "5001710" "5097528" "5101425" "5155761" "5164983" "5206903" "5210789" "5274700" "5278898" "5291550" "5299260" "5309513" "5335268" "5335269" "5390243" "5436965" "5444774" "5469503" "5469504" "5473773" "5479497" "5500795" "5504894" "5506898" "5530744" "5537470" "5537542" "5544232" "5546452" "5555299" "5592378" "5592542" "5594726" "5606361" "5611076" "5627884" "5642515" "5684872" "5684874" "5684964" "5689698" "5703943" "5713014" "5724092" "5740238" "5742675" "5748468" "5749079" "5751707" "5752027" "5754639" "5754776" "5754841" "5757904" "5790677" "5794250" "5796393" "5802282" "5818907" "5825869" "5828747" "5838968" "5839117" "5875437" "5880720" "5881238" "5884032" "5889956" "5897622" "5903641" "5903877" "5905793" "5914951" "5915012" "5923745" "5926538" "5930786" "5937051" "5937402" "5940496" "5943416" "5948065" "5960073" "5963635" "5963911" "5970132" "5974135" "5974462" "5982873" "5987117" "5991392" "5996013" "5999963" "6000832" "6011844" "6038293" "6044144" "6044205" "6044355" "6049547" "6052723" "6055308" "6064730" "6064731" "6084954" "6088441" "6115462" "6151571" "6154769" "6163607" "6173053" "6175564" "6178441" "6185292" "6192122" "6215865" "6226377" "6229819" "6230183" "6233333" "6240471" "6259969" "6263359" "6272544" "6275806" "6275812" "6275991" "6278777" "6292550" "6295353" "6339754" "6353810" "6356632" "6366668" "6389028" "6389132" "6389400" "6424709" "6426950" "6427137" "6430282" "6434230" "6449356" "6449358	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:13
7/26/2007 4:13:10 PM C:\Documents and Settings\knduyenvn\My Documents\EAST\Workspaces\Call_Center_Repeat_Call_10815534.wsp	" 6449646" "6453038" "6463148" "6463346" "6463415" "6480826" "6490350" "6535600" "6535601" "655				Page 2	

## EAST Search History

S5	5	S4 and (relat\$9 NEAR2 (prior or previous))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:19
S6	36	S4 and ((previous OR prior) NEAR (call\$2 OR contact\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/17 19:20
S7	0	kohler-joylee.in. and ((prior OR previous) NEAR (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:48
S8	4	kohler-joylee.in.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:46
S9	0	KIEFHABER-SARAH.in. and ((prior OR previous) NEAR (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:49
S10	25428	((prior OR previous) NEAR (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:49
S11	19210	(contact OR call) ADJ center	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:50
S12	842	S10 and S11	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 11:50
S13	636	S12 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 08:38
S14	75	S13 and tag\$5 and performance\$9	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 13:38

## EAST Search History

S15	434	S13 and ((call\$2 OR contact\$2) NEAR4 relat\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 13:43
S16	0	S13 and ((servic\$9 NEAR4 relat\$5) NEAR4 (other\$2 OR previous OR prior))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 13:45
S17	636	S13 AND ((repeat\$4 OR previous OR prior) NEAR1 (call\$2 OR contact\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 15:42
S18	257193	((first OR second OR third) NEAR (call\$2 OR contact\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 13:51
S19	376	S17 AND S18	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 14:04
S20	169	S19 and performance\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 14:49
S21	62	S13 and ((first ADJ call) WITH (second ADJ call))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 15:46
S22	12	S13 and ((first ADJ contact) WITH (second ADJ Contact))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 15:45
S23	333989	"370"/\$.ccls. OR "379"/\$.ccls. OR "395"/\$.ccls. OR "705"/\$.ccls. OR "707"/\$.ccls. OR "709"/\$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 08:35
S24	487	S13 and S23	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 15:45

## EAST Search History

S25	6	S24 and ((first ADJ contact) WITH (second ADJ Contact))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 15:45
S26	60	S24 and ((first ADJ call) WITH (second ADJ call))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:52
S27	20914	((track\$9 OR monitor\$9)WITH transaction)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:54
S28	31209	((track\$9 OR monitor\$9) WITH agent\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:55
S29	1094	S23 and S27 and S28	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:56
S30	18062	((call or contact) ADJ center\$2)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:57
S31	241	S29 and S30	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 16:58
S32	176	S31 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 18:07
S33	176	S32 and relat\$9	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:05
S34	172	S33 and (prior OR previous OR first)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:19

## EAST Search History

S35	4	S33 not S34	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:07
S36	17	S34 and ((previous ADJ contact) OR (previous ADJ call))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:48
S37	68321	((call\$2 OR contact\$2) WITH related)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:51
S38	15015	S37 and S23	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:52
S39	16758	((call\$2 OR contact\$2) NEAR2 related)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:53
S40	6261	S23 and S39	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:55
S41	1003	S30 and S40	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 17:58
S42	375	S41 AND (first NEAR1 (call OR contact))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 18:00
S43	53	S41 AND ((first ADJ call) NEAR3 (second ADJ call))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 18:02
S44	42	S43 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/18 18:07

## EAST Search History

S45	1238	((agent\$2 NEAR2 select\$9) NEAR2 (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 08:37
S46	334589	"370"/\$.ccls. OR "379"/\$.ccls. OR "395"/\$.ccls. OR "705"/\$.ccls. OR "707"/\$.ccls. OR "709"/\$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:48
S47	598	S45 and S46	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 08:38
S48	481	S47 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:18
S49	194	S48 and repeat\$9	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 08:46
S50	28	S48 and (repeat\$9 NEAR2 (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:04
S51	27	S50 and relat\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:05
S52	24	S50 and (relat\$4 NEAR3 (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:08
S53	17	S50 and (relat\$4 NEAR1 (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:16
S54	828	(((current OR new OR incoming) NEAR2 relat\$4) NEAR2 (previous OR prior OR last))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:23

## EAST Search History

S55	152	S54 and S46	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:18
S56	112	S55 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:53
S57	5	S56 and ((contact OR call) NEAR center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:21
S58	14	((((current OR new OR incoming) NEAR2 (contact\$2 OR call\$2)) NEAR2 relat\$4) NEAR2 (previous OR prior OR last))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:47
S59	356926	"370"/\$.ccls. OR "379"/\$.ccls. OR "395"/\$.ccls. OR "705"/\$.ccls. OR "707"/\$.ccls. OR "709"/\$.ccls. or "704"/\$.CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:49
S60	91	((((monitor\$9 OR track\$9 OR observ\$9) NEAR8 agent\$2) NEAR7 customer\$2) NEAR2 servic\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:32
S61	71	S60 and S59	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 09:53
S62	55	S61 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:39
S63	104732	agent\$2 ADJ select\$9	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:37
S64	1608	S63 and S59	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:31

## EAST Search History

S65	15	S64 and (((monitor\$9 OR track\$9 OR observ\$9) NEAR8 agent\$2) NEAR7 customer\$2) NEAR2 servic\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:36
S66	352	((agent\$2 NEAR select\$9) NEAR7 servic\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:39
S67	383	((agent\$2 NEAR select\$9) NEAR9 servic\$9)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:39
S68	285	S67 and S59	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:39
S69	231	S68 and @ad<="20040331"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:42
S70	85581	((indicator\$2 OR identifier\$2 OR mark\$2) NEAR11 (contact\$2 OR call\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:44
S71	20512	S70 and S59	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:45
S72	67	S71 and S69	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/07/19 11:45